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DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63) <input type="checkbox"/> Declaration Submitted With Initial Filing OR <input checked="" type="checkbox"/> Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)	Attorney Docket Number	717841.4
	First Named Inventor	Anand R. Kumar
	COMPLETE IF KNOWN	
	Application Number	10/735,470
	Filing Date	December 12, 2003
	Art Unit	3691
	Examiner Name	John O. Preston

I hereby declare that: (1) Each inventor's residence, mailing address, and citizenship are as stated below next to their name; and (2) I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention titled:

**METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW
MANAGEMENT**

(Title of the Invention)

the specification of which

☐ is attached hereto

OR

☒ was filed on (MM/DD/YYYY)

12/12/2003

as United States Application Number or PCT International

Application Number

10/735,470

and was amended on (MM/DD/YYYY)

(if applicable).

I hereby state that I have reviewed and understand the contents of the above identified application, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

Authorization To Permit Access To Application by Participating Offices

☒ If checked, the undersigned hereby grants the USPTO authority to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the World Intellectual Property Office and any other intellectual property offices in which a foreign application claiming priority to the above-identified application is filed access to the above-identified patent application. See 37 CFR 1.14(c) and (h). This box should not be checked if the applicant does not wish the EPO, JPO, KIPO, WIPO, or other intellectual property office in which a foreign application claiming priority to the above-identified patent application is filed to have access to the above-identified patent application.

In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the application-as-filed with respect to: 1) the above-identified patent application-as-filed; 2) any foreign application to which the above-identified patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the above-identified US application, and 3) any U.S. application from which benefit is sought in the above-identified patent application.

In accordance with 37 CFR 1.14(c), access may be provided to information concerning the date of filing the Authorization to Permit Access to Application by Participating Offices.

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DECLARATION — Utility or Design Patent Application

Claim of Foreign Priority Benefits

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02/B attached hereto.

[Page 2 of 7]

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. **SEND TO:** Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

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DECLARATION – Utility or Design Patent Application

Direct all correspondence to:	<input checked="" type="checkbox"/> The address associated with Customer Number:	27128	OR	<input type="checkbox"/> Correspondence address below
Name Husch Blackwell Sanders LLP				
Address 190 Carondelet Plaza				
City St. Louis	State MO	ZIP 63105		
Country US	Telephone 314-480-1500	Email pto-sl@huschblackwell.com		
<p align="center">WARNING:</p> <p>Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available. Petitioner/applicant is advised that documents which form the record of a patent application (such as the PTO/SB/01) are placed into the Privacy Act system of records DEPARTMENT OF COMMERCE, COMMERCE-PAT-7, System name: <i>Patent Application Files</i>. Documents not retained in an application file (such as the PTO-2038) are placed into the Privacy Act system of COMMERCE/PAT-TM-10, System name: <i>Deposit Accounts and Electronic Funds Transfer Profiles</i>.</p> <p>I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.</p>				
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any]) Anand R.		Family Name Or Surname Kumar		
Inventor's Signature <i>MR. Anand Kumar</i>		Date 6/10/2010		
Residence: City Bismarck	State ND	Country US	Citizenship IN	
Mailing Address 1727 N. Grandview Lane, #108				
City Bismarck	State ND	ZIP 58503	Country US	
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the 4 supplemental sheet(s) PTO/SB/02A or 021LR attached hereto.				

DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet
Page 4 of 7	

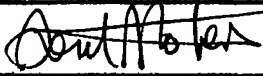
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Michael A.		Frank	
Inventor's Signature <i>Michael A Frank</i>		Date <i>6-10-10</i>	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 703 10th Ave. SW			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Connie L.		Schaner	
Inventor's Signature		Date	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 2201 Wolfsong Loop South, PO Box 194			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Kelley C.		Kunnanz	
Inventor's Signature		Date	
Residence: City Bismarck	State ND	Country US	Citizenship US
Mailing Address 7211 Moonlight Road			
City Bismarck	State ND	ZIP 58503	Country US

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 5 of 7
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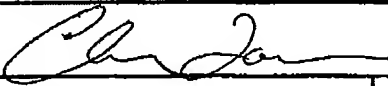
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Brent		Roberts	
Inventor's Signature 		Date 6-21-10	
Residence: City	St. Peters	State	MO
Country	US	Citizenship	US
Mailing Address 108 Glenallen Drive			
City	St. Peters	State	MO
ZIP	63376	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
William		Frame	
Inventor's Signature		Date	
Residence: City	Sunriver	State	OR
Country	US	Citizenship	US
Mailing Address 17268 Jacinto Road			
City	Sunriver	State	OR
ZIP	97707	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Rex		Moorman	
Inventor's Signature		Date	
Residence: City	Foristell	State	MO
Country	US	Citizenship	US
Mailing Address 2945 Meyer Road			
City	Foristell	State	MO
ZIP	63348	Country	US

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.83. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. SEND TO: Commissioner for Patents, P.O. Box 1480, Alexandria, VA 22313-1480.

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 6 of 7
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Channon O.		Lowman	
Inventor's Signature 		Date 6/10/10	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 2508 12th Ave NW			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Eric		Burke	
Inventor's Signature		Date	
Residence: City O'Fallon	State MO	Country US	Citizenship US
Mailing Address 36 Saint Nicholas Ct.			
City O'Fallon	State MO	ZIP 63366	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Todd		Mayfield	
Inventor's Signature		Date	
Residence: City St. Peters	State MO	Country US	Citizenship US
Mailing Address 19 Country Creek Dr.			
City St. Peterse	State MO	ZIP 63376	Country US

This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. SEND TO: Commissioner for Patents, P.O. Box 1460, Alexandria, VA 22313-1460.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 7 of 7
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Name of Additional Joint Inventor, If any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Jeannine		McConnell	
Inventor's Signature		Date	
<i>Jeannine McConnell</i>		7/20/2010	
Residence: City	Moorestville	State	NC
Country	US	Citizenship	US

Mailing Address: 354 Robinson Rd			
City	Moorestville	State	NC
ZIP	28117	Country	US

Name of Additional Joint Inventor, If any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	

Inventor's Signature		Date	
Residence: City		State	
Country		Citizenship	

Mailing Address:			
City		State	
ZIP		Country	

Name of Additional Joint Inventor, If any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	

Inventor's Signature		Date	
Residence: City		State	
Country		Citizenship	

Mailing Address:			
City		State	
ZIP		Country	

This collection of information is required by 35 U.S.C. 116 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-0199 (1-800-785-0199) and select option 2.

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DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63) <input type="checkbox"/> Declaration Submitted With Initial Filing OR <input checked="" type="checkbox"/> Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)		Attorney Docket Number	717841.4
		First Named Inventor	Anand R. Kumar
		COMPLETE IF KNOWN	
		Application Number	10/735,470
		Filing Date	December 12, 2003
		Art Unit	3691
		Examiner Name	John O. Preston

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METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT

(Title of the Invention)

the specification of which

☐ is attached hereto

OR

☒ was filed on (MM/DD/YYYY)

12/12/2003

as United States Application Number or PCT International

Application Number

10/735,470

and was amended on (MM/DD/YYYY)

(if applicable).

I hereby state that I have reviewed and understand the contents of the above identified application, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

Authorization To Permit Access To Application by Participating Offices

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In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the application-as-filed with respect to: 1) the above-identified patent application-as-filed; 2) any foreign application to which the above-identified patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the above-identified US application, and 3) any U.S. application from which benefit is sought in the above-identified patent application.

In accordance with 37 CFR 1.14(c), access may be provided to information concerning the date of filing the Authorization to Permit Access to Application by Participating Offices.

DECLARATION — Utility or Design Patent Application

Claim of Foreign Priority Benefits

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02/B attached hereto.

[Page 2 of 7]

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DECLARATION – Utility or Design Patent Application

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Name Husch Blackwell Sanders LLP				
Address 190 Carondelet Plaza				
City St. Louis	State MO	ZIP 63105		
Country US	Telephone 314-480-1500	Email pto-sl@huschblackwell.com		
<p align="center">WARNING:</p> <p>Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available. Petitioner/applicant is advised that documents which form the record of a patent application (such as the PTO/SB/01) are placed into the Privacy Act system of records DEPARTMENT OF COMMERCE, COMMERCE-PAT-7, System name: <i>Patent Application Files</i>. Documents not retained in an application file (such as the PTO-2038) are placed into the Privacy Act system of COMMERCE/PAT-TM-10, System name: <i>Deposit Accounts and Electronic Funds Transfer Profiles</i>.</p> <p>I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.</p>				
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any]) Anand R.		Family Name Or Surname Kumar		
Inventor's Signature <i>MR Anand Kumar</i>			Date 6/10/2010	
Residence: City Bismarck	State ND	Country US	Citizenship IN	
Mailing Address 1727 N. Grandview Lane, #108				
City Bismarck	State ND	ZIP 58503	Country US	
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the 4 supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.				

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 4 of 7
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.	
Given Name (first and middle (if any))		Family Name or Surname	
Michael A.		Frank	
Inventor's Signature		Date	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 703 10th Ave. SW			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.	
Given Name (first and middle (if any))		Family Name or Surname	
Connie L.		Schaner	
Inventor's Signature <i>Connie L Schaner</i>		Date <i>6-11-10</i>	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 2201 Wolfsong Loop South, PO Box 194			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor.	
Given Name (first and middle (if any))		Family Name or Surname	
Kelley C.		Kunnanz	
Inventor's Signature		Date	
Residence: City Bismarck	State ND	Country US	Citizenship US
Mailing Address 7211 Moonlight Road			
City Bismarck	State ND	ZIP 58503	Country US

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 5 of 7
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Brent		Roberts	
Inventor's Signature			Date
Residence: City	St. Peters	State	MO
Country	US	Citizenship	US
Mailing Address 108 Glenallen Drive			
City	St. Peters	State	MO
ZIP	63376	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
William		Frame	
Inventor's Signature <i>William H. Frame</i>			Date <i>6/6/2010</i>
Residence: City	Sunriver	State	OR
Country	US	Citizenship	US
Mailing Address 17268 Jacinto Road			
City	Sunriver	State	OR
ZIP	97707	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Rex		Moorman	
Inventor's Signature			Date
Residence: City	Foristell	State	MO
Country	US	Citizenship	US
Mailing Address 2945 Meyer Road			
City	Foristell	State	MO
ZIP	63348	Country	US


This collection of information is required by 35 U.S.C. 115 and 37 CFR 1.63. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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DECLARATION**ADDITIONAL INVENTOR(S)
Supplemental Sheet**

Page 6 of 7

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Channon O.		Lowman	
Inventor's Signature		Date	
Residence: City	Mandan	State	ND
Country	US	Citizenship	US
Mailing Address 2508 Sunset Drive			
City	Mandan	State	ND
ZIP	58554	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Eric		Burke	
Inventor's Signature 		Date 7/14/2010	
Residence: City	O'Fallon	State	MO
Country	US	Citizenship	US
Mailing Address 36 Saint Nicholas Ct.			
City	O'Fallon	State	MO
ZIP	63366	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Todd		Mayfield	
Inventor's Signature		Date	
Residence: City	St. Peters	State	MO
Country	US	Citizenship	US
Mailing Address 19 Country Creek Dr.			
City	St. Peterse	State	MO
ZIP	63376	Country	US

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet
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Page 7 of 7

Name of Additional Joint Inventor, if any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name (first and middle (if any))	Family Name or Surname
Jeannine	McConnell

Inventor's Signature <i>Jeannine McConnell</i>	Date 7/20/2010
Residence: City Mooresville	State: NC
Country: US	Citizenship: US

Mailing Address: 354 Robinson Rd

City: Mooresville	State: NC	ZIP: 28117	Country: US
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Name of Additional Joint Inventor, if any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name (first and middle (if any))	Family Name or Surname

Inventor's Signature	Date
Residence: City	State
Country	Citizenship

Mailing Address

City	State	ZIP	Country
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Name of Additional Joint Inventor, if any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
Given Name (first and middle (if any))	Family Name or Surname

Inventor's Signature	Date
Residence: City	State
Country	Citizenship

Mailing Address

City	State	ZIP	Country
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DECLARATION FOR UTILITY OR DESIGN PATENT APPLICATION (37 CFR 1.63) <input type="checkbox"/> Declaration Submitted With Initial Filing OR <input checked="" type="checkbox"/> Declaration Submitted after Initial Filing (surcharge (37 CFR 1.16 (e)) required)	Attorney Docket Number	717841.4
	First Named Inventor	Anand R. Kumar
	COMPLETE IF KNOWN	
	Application Number	10/735,470
	Filing Date	December 12, 2003
	Art Unit	3691
	Examiner Name	John O. Preston

I hereby declare that: (1) Each inventor's residence, mailing address, and citizenship are as stated below next to their name; and (2) I believe the inventor(s) named below to be the original and first inventor(s) of the subject matter which is claimed and for which a patent is sought on the invention titled:

METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT

(Title of the Invention)

the specification of which

☐ is attached hereto

OR

☒ was filed on (MM/DD/YYYY)

12/12/2003

as United States Application Number or PCT International

Application Number **10/735,470** and was amended on (MM/DD/YYYY) (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified application, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

Authorization To Permit Access To Application by Participating Offices

☒ If checked, the undersigned hereby grants the USPTO authority to provide the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the World Intellectual Property Office and any other intellectual property offices in which a foreign application claiming priority to the above-identified application is filed access to the above-identified patent application. See 37 CFR 1.14(c) and (h). This box should not be checked if the applicant does not wish the EPO, JPO, KIPO, WIPO, or other intellectual property office in which a foreign application claiming priority to the above-identified patent application is filed to have access to the above-identified patent application.

In accordance with 37 CFR 1.14(h)(3), access will be provided to a copy of the application-as-filed with respect to: 1) the above-identified patent application-as-filed; 2) any foreign application to which the above-identified patent application claims priority under 35 U.S.C. 119(a)-(d) if a copy of the foreign application that satisfies the certified copy requirement of 37 CFR 1.55 has been filed in the above-identified US application, and 3) any U.S. application from which benefit is sought in the above-identified patent application.

In accordance with 37 CFR 1.14(c), access may be provided to information concerning the date of filing the Authorization to Permit Access to Application by Participating Offices.

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DECLARATION — Utility or Design Patent Application

Claim of Foreign Priority Benefits

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached?	
				YES	NO
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/02/B attached hereto.

[Page 2 of 7]

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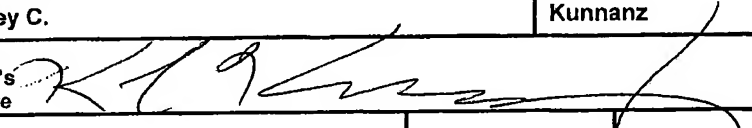
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DECLARATION – Utility or Design Patent Application

Direct all correspondence to:		<input checked="" type="checkbox"/> The address associated with Customer Number:	27128	OR	<input type="checkbox"/> Correspondence address below
Name					
Husch Blackwell Sanders LLP					
Address					
190 Carondelet Plaza					
City			State	ZIP	
St. Louis			MO	63105	
Country		Telephone		Email	
US		314-480-1500		pto-sl@huschblackwell.com	
<p style="text-align: center;">WARNING:</p> <p>Petitioner/applicant is cautioned to avoid submitting personal information in documents filed in a patent application that may contribute to identity theft. Personal information such as social security numbers, bank account numbers, or credit card numbers (other than a check or credit card authorization form PTO-2038 submitted for payment purposes) is never required by the USPTO to support a petition or an application. If this type of personal information is included in documents submitted to the USPTO, petitioners/applicants should consider redacting such personal information from the documents before submitting them to the USPTO. Petitioner/applicant is advised that the record of a patent application is available to the public after publication of the application (unless a non-publication request in compliance with 37 CFR 1.213(a) is made in the application) or issuance of a patent. Furthermore, the record from an abandoned application may also be available to the public if the application is referenced in a published application or an issued patent (see 37 CFR 1.14). Checks and credit card authorization forms PTO-2038 submitted for payment purposes are not retained in the application file and therefore are not publicly available. Petitioner/applicant is advised that documents which form the record of a patent application (such as the PTO/SB/01) are placed into the Privacy Act system of records DEPARTMENT OF COMMERCE, COMMERCE-PAT-7, System name: Patent Application Files. Documents not retained in an application file (such as the PTO-2038) are placed into the Privacy Act system of COMMERCE/PAT-TM-10, System name: Deposit Accounts and Electronic Funds Transfer Profiles.</p> <p>I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.</p>					
NAME OF SOLE OR FIRST INVENTOR:			<input type="checkbox"/> A petition has been filed for this unsigned inventor		
Given Name (first and middle [if any])			Family Name Or Surname		
Anand R.			Kumar		
Inventor's Signature				Date	
MR. Anand Kumar				6/10/2010	
Residence: City		State	Country	Citizenship	
Bismarck		ND	US	IN	
Mailing Address					
1727 N. Grandview Lane, #108					
City		State	ZIP	Country	
Bismarck		ND	58503	US	
<input checked="" type="checkbox"/> Additional inventors or a legal representative are being named on the 4 supplemental sheet(s) PTO/SB/02A or 02LR attached hereto.					

DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 4 of 7
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Michael A.		Frank	
Inventor's Signature		Date	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 703 10th Ave. SW			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Connie L.		Schaner	
Inventor's Signature		Date	
Residence: City Mandan	State ND	Country US	Citizenship US
Mailing Address 2201 Wolfsong Loop South, PO Box 194			
City Mandan	State ND	ZIP 58554	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Kelley C.		Kunnanz	
Inventor's Signature 		Date 6/9/10	
Residence: City Bismarck	State ND	Country US	Citizenship US
Mailing Address 7211 Moonlight Road			
City Bismarck	State ND	ZIP 58503	Country US

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Brent		Roberts	
Inventor's Signature			Date
Residence: City St. Peters	State MO	Country US	Citizenship US
Mailing Address 108 Glenallen Drive			
City St. Peters	State MO	ZIP 63376	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
William		Frame	
Inventor's Signature			Date
Residence: City Sunriver	State OR	Country US	Citizenship US
Mailing Address 17268 Jacinto Road			
City Sunriver	State OR	ZIP 97707	Country US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Rex		Moorman	
Inventor's Signature 			Date 6-14-10
Residence: City Foristell	State MO	Country US	Citizenship US
Mailing Address 2945 Meyer Road			
City Foristell	State MO	ZIP 63348	Country US

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 6 of 7
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Channon O.		Lowman	
Inventor's Signature			Date
Residence: City	Mandan	State	ND
Country	US	Citizenship	US
Mailing Address 2508 Sunset Drive			
City	Mandan	State	ND
ZIP	58554	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Eric		Burke	
Inventor's Signature			Date
Residence: City	O'Fallon	State	MO
Country	US	Citizenship	US
Mailing Address 36 Saint Nicholas Ct.			
City	O'Fallon	State	MO
ZIP	63366	Country	US
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle (if any))		Family Name or Surname	
Todd		Mayfield	
Inventor's Signature <i>Todd Mayfield</i>			Date <i>6/10/10</i>
Residence: City	St. Peters	State	MO
Country	US	Citizenship	US
Mailing Address 19 Country Creek Dr.			
City	St. Peterse	State	MO
ZIP	63376	Country	US

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DECLARATION	ADDITIONAL INVENTOR(S) Supplemental Sheet	Page 7 of 7
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Name of Additional Joint Inventor, If any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
--	---

Given Name (first and middle (if any))	Family Name or Surname
Jeannine	McConnell

Inventor's Signature	Date
<i>Jeannine McConnell</i>	7/20/2010

Residence: City	State	Country	Citizenship
Moorestville	NC	US	US

Mailing Address
354 Robinson Rd

City	State	ZIP	Country
Moorestville	NC	28117	US

Name of Additional Joint Inventor, If any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
--	---

Given Name (first and middle (if any))	Family Name or Surname

Inventor's Signature	Date

Residence: City	State	Country	Citizenship

Mailing Address

City	State	ZIP	Country

Name of Additional Joint Inventor, If any:	<input type="checkbox"/> A petition has been filed for this unsigned inventor
--	---

Given Name (first and middle (if any))	Family Name or Surname

Inventor's Signature	Date

Residence: City	State	Country	Citizenship

Mailing Address

City	State	ZIP	Country

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